

JPW



PATENT
Customer No. 22,852
Attorney Docket No. 5793.3034-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
William J. TUMULTY et al.)	Group Art Unit: 3644
)	
Application No.: 09/820,982)	Examiner: Susan C. Alimenti
)	
Filed: March 30, 2001)	
)	
For: SYSTEM AND METHOD FOR)	Confirmation No.: 4192
PRIORITIZING CUSTOMER)	
INQUIRIES)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed November 4, 2004, please amend the
above-identified application as follows:

Listing of the Claims showing their status begins on page 2 of this paper.

Remarks/Arguments follow the listing of the claims section beginning on page
15 of this paper.